

SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

ORIGINAL



0000102795

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      81838

Date: 9/16/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Tom & Toni      Last: Barnes

Account Name: Tom & Toni Barnes

Street: [REDACTED]

City: Maricopa

State: AZ      Zip: 85139

Home: [REDACTED]

Work:

CBR:

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 \*\*\*\*\*

Arizona Corporation Commission

DOCKETED

Customer sent the following -

Arizona Corporation Commission  
Utilities division  
1200 W Washington St  
Phoenix, AZ 85007

SEP 16 2009

DOCKETED BY [Signature]

Re: Docket # SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

The proposed Global Water rate increase is totally unacceptable. My water bill was \$99.00 this month. I live alone and don't even have a washing machine. Anything higher would be more of a hardship.

Maricopa has been hit hard by the foredosures and this is not the time to raise rates.

The HOA proposed increase of 500% for effluent water is beyond comprehension. Property values are at an all time low and will decrease further if the HOAs can't afford to maintain the common areas.

A modest increase might be understandable, but this proposed gouging for home owners and HOA's borders on criminal. Please do now allow this to occur.

Sincerely,

Toni Barnes

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed:** 9/16/2009

**Opinion No.** 2009 - 81838

---

SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No. 2009**      **81841**

**Date:** 9/16/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** John J.      **Last:** Marquez

**Account Name:** John J. Marquez

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Maricopa

**CBR:**

**State:** AZ      **Zip:** 85139

**is:**

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:** Patty Greco

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 \*\*\*\*\*

Customer sent the following -

To: Arizona Corporate Commission

09/09/09

I am a resident and landlord in the Cobblestone Farms Subdivision and am real concerned about the submitted rate increase being pushed by Global Water. it is. to my understanding this will increase the sewer rate to 119% over 3 years and and additional 40% rate increase associated to another 6 tier usage billing. I am not an expert but when it comes to my pocket book I will sure see the affect of this increase and so will my famiLy including my neighbors that are also voicing their concerns.

As we all know desert living does have it's pros and cons and the last thing we want to do is note to future prospects that Arizona living is becoming a financial burden just to retain utilities as in running water for their children. I know we want to preserve mother nature and make sure we are using our water responsibly but let's review the increase proposal thoroughly before we make any harsh decision because as we know many people are losing homes due to bad mortgages and economic failure. Let's not add into this melting pot of issues for the hard working families that with this increase can't even enjoy a glass of water without pinching pennies.

Docket Numbers:

SW-20445A-09-0077  
W-20446A-09-0080

W-02451A-09-0078  
W-02450A-09-0081

W-01732A-09-0079  
W-01212A-09-0082

Sincerely,

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

John J. Marquez  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Customer comments entered for the record and filed with Docket Control.  
\*End of Comments\*

**Date Completed:** 9/16/2009

**Opinion No.** 2009 - 81841

---

W-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20446A-09-0080  
W-02451A-09-0081  
W-01212A-09-0082

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      81842

**Date:** 9/16/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Robert A.**

**Nowak**

**Account Name:**      Robert A. Nowak

**Home:** [REDACTED]

**Street:**      [REDACTED]

**Work:**

**City:**      Maricopa

**CBR:**

**State:**      AZ      **Zip:** 85139

**is:**

**Utility Company:**      **Global Water-Santa Cruz Water Company**

**Division:**      Water

**Contact Name:**      Patty Greco

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082 \*\*\*\*\*

Customer sent the following -

Attn: Arizona Corporation Commission  
Utilities Division  
1200 W. Washington Street  
Phoenix Arizona 85007-2996

Re: Docket Numbers

SW-20445A-09-0077      W-02451A-09-0078      W-01732A-09-0079  
W-20446A-09-0080      W-02450A-09-0081      W-01212A-09-0082

We have been notified of a proposed water rate increase for our property in the Maricopa Region. It is incomprehensible, that after recent events in the world economy, which almost brought us back to the depression, proposed water rates of this magnitude could even be suggested.

The housing market in this area is very fragile, and home owners are holding on by their teeth. Any increases of this size will make it unbearable resulting in further foreclosures.

We kindly ask that you reconsider the proposed rate increase.

Thank you,

Robert A. Nowak  
\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed:** 9/16/2009

**Opinion No.** 2009 - 81842

---

SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079

W-02450A-09-0081  
W-20446A-09-0080  
W-01212A-09-0082

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      81524

Date: 8/28/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Lee      Last: Floerchinger

Account Name: Lee Floerchinger

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

#### Nature of Complaint:

\*\*\*\*\*DOCKET NUMBERS: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

\*\*\*\*\*PALO VERDE SEWER\*\*\*\*\*

#### GLOBAL WATER PARENT - RATE INCREASES

Docket Numbers: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

#### OVERALL OBSERVATION

Global Water's (GW) request for new extremely high, permanent, fixed rates for water and sewer usage will greatly affect the recovery and future growth of the Maricopa community. In addition, there are no resource conservation incentives available for the community with this proposal. This appears to be a "money grab" for GW with little, to no future growth vision for the communities served.

GLOBAL WATER's rate increases should be denied as proposed.

#### GLOBAL WATER

Apparently, GW's financial plan included endless growth for the areas served. With \$83,000,000 of acquisitions and consolidations since 2004, GW may have gotten over extended with no recovery plan for slowdown periods. Now, GW wants to tap its remaining customer base to cover their poor management and greed. It seems like GW's situation would be a good candidate for some of the US Government stimulus money.

GW is not the only group hit by the housing problems. The homeowners "holding on" in the Maricopa area have lost as much as 60% of the purchased value. However, these homeowners are hoping for recovery. With these

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

proposed huge utility cost increases, this recovery may not occur for a decade or more. GW should realize that their survival is dependent upon community retention and growth. Their actions may stifle any recovery. Is this corporate greed?

### MARICOPA, ARIZONA

Utilities (water, sewer and electricity) are higher in Maricopa than in most of the other communities in the region. People will not re-populate this area if monthly utility costs rival mortgage payments.

### GLOBAL WATER'S FIXED RATE APPROACH

GW has a fixed rate for "Water Basic Charge" and another fixed rate for "Pale Verde Utilities Sewer Charge". Today, these fixed fees and local taxes are about \$61 per month without using a single drop of water. This "basic" cost is higher than the average total cost for water, sewer and garbage pick-up combined in all of the regional areas contacted (See Appendix). GW's proposed monthly fixed rates would total about \$104 per month plus local taxes.

GW's fixed rates would be permanent. If and when Maricopa does recover, GW stands to get a permanent, fixed fee "money grab" forever.

### PROPOSED WATER FEES

GW's proposed "Water Basic Charge" fee will increase 30% to \$32.68. Is this realistic: I do not know. However, the proposed tiered water usage schedule does not support water conservation. No comment on the higher tiers, I have no exposure in that area. The first 3 proposed tiers (dollars per 1000 gallons) are:

0 - 1,000: \$1  
1,001 - 5,000: \$2.25  
5,001 - 10,000: \$2.50

The first tier at 1,000 gallons is useless. No one can keep the outside plants alive with 1,000 gallons a month. These plants are required by the HOAs. For the regional areas contacted that used a tiered approach, the first tier usage is included in the basic charge. What's with the \$1 cost anyway...the 30% increase should be enough?

The fees for the second and third tiers are so close that there is no monetary incentive to conserve. GW did not sacrifice much for the second tier because they know the average usage is 7,000 gallons per household. With the \$104 monthly fixed base fee, what's another \$10 or \$15? "Just use what you want".

### PROPOSED PALE VERDE UTILITIES SEWER CHARGE FEES

The proposed, permanent sewer usage fee (\$71.11 per month) is a fixed amount regardless of water usage. A household of two pays the same as a household of six or more. For the regional areas contacted, sewer fees are calculated by water usage. Water usage during the winter months (i.e. January, February and March) is used as a factor in determining the monthly sewer fee for the year. This is an individual user calculation and is a reasonable approach. This fixed rate is another "money grab" for GW.

Community water conservation can only be influenced by the water usage fees and the sewer usage fees.

### FINAL WORDS

Profits are important for GW to continue, but when the fixed rates are 90% of the bill, something is wrong. Fees should be based on water usage and not for corporate and "stake" holder profits. As these communities recover, so will Global Water.



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**APPENDIX**

The following information was obtained from several of the water service operations in the surrounding area. Average Monthly Fees are for water, sewer and trash pick-up. Trash Pick-up fees are between \$16 and \$20 monthly.

Area	Average Monthly Fees	Trash Pick-up Included	Sewer Charge Is A Factor of Water Usage
City of Phoenix	\$50 - \$70	Yes	Yes, Using Winter Months
City of Tempe	\$50 - \$70	Yes	Yes, Using Winter Months
City of Surprise	\$70	Yes	Yes, Using Winter Months
City Of Mesa	\$72	Yes	Yes, Using Winter Months

Submitted By: Lee Floerchinger  
44454 West Palmen Drive  
Maricopa, AZ 85238  
602-672-2754  
\*End of Complaint\*

**Utilities' Response:**

N/A  
\*End of Response\*

**Investigator's Comments and Disposition:**

8/28 Pending\*\*\*\*\*DOCKET NUMBERS: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

\*\*\*\*\*PALO VERDE SEWER\*\*\*\*\*

Opinion noted and filed in Docket No's by Carmen Madrid

-----  
THIS EMAIL WILL BE SENT TO CONSUMER :

Dear Mr. Floerchinger,

Your email dated, August 27, 2009 regarding Global Water-Santa Cruz WaterCompany and Global Water-Palo Verde Sewer rate case will be placed on file with the Docket Control Center of the Arizona Corportion Commission ("Commission") to be made part of the record. The Communicaiton will consider your comments before a decision is rendered in the ("GWSCWC") ("GWPVUC") applications.

Commission staff appreciates the time you have taken to express your comments and concerns in regard to the proposed rate case. Should you have any questions related to this matter, please feel free to call me directly

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

at 520-628-6556 or on our in-state toll free telephone number, (800) 535-0148.

Jenny Gomez  
Consumer Analyst  
Utilities Division

File Closed  
\*End of Comments\*

Date Completed: 8/28/2009

Opinion No. 2009 - 81524

---